

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



September 10, 1984

ALL-COUNTY INFORMATION NOTICE I-82-84

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: PRODUCTS OF REGIONAL AFDC CORRECTIVE ACTION WORKSHOPS

REFERENCE:

Recent AFDC corrective action workshops held by the Southern Counties AFDC Task Force and Bay Area Welfare Directors developed a number of products that address corrective action in the AFDC Program. These products are now available to counties via the AFDC Corrective Action Clearinghouse.

Brief descriptions of each of the products developed in the two workshops are attached. We encourage consideration of these products for use in your AFDC corrective action efforts. For more information or to request copies of any of the products please contact your AFDC Corrective Action Bureau consultant at (916) 445-4458.


DENNIS J. BOYLE
Acting, Deputy Director

Attachment

cc: CWDA

State Department of Social Services
AFDC Corrective Action Bureau
August, 1984

PRODUCTS OF THE AFDC CORRECTIVE ACTION WORKSHOPS

Bay Area Welfare Directors Workshop - March 1984.

How to Reduce Worker Carelessness (33 pages)

Provides a step-by-step model to define, identify, and work to reduce or eliminate carelessness errors. Carelessness errors can be any of a number of situations, each of which occur because something was done incorrectly or was not done, when the EW knew the correct procedure. Case review forms and performance standards from Yolo and Sacramento Counties are included.

How to Reduce Client Caused Errors (6 pages plus 59 page attachment)

Provides a clear statement and outline about methods counties can use to reduce client caused errors. Methods include how to design client informing devices, improving worker skills through training and review worksheets, and assigning specialized workers to detect and investigate client misreporting. Attachments include reprints of reports from the State Fraud Prevention Bureau, the Department of Health and Human Services, and San Francisco County's High Risk Caseload Management Report for 1983.

Identifying Error Causes and Problems (6 pages)

Proposes a process to identify and analyze error problems based on QC findings. Includes sample error cause/prevention questionnaire for EWs, a questionnaire for ES ls, and a QC checklist. Designed for use by management, QC, and supervisors.

Communication Roles for Motivating Corrective Action (9 pages)

Better communication can help define the roles of various members of a welfare department. Includes quality circle model for information exchange, development of a CA team, focus on the importance of the staff person, and how immediate rewards and reinforcement can improve efficiency and morale. Designed for use by all department staff.

How to Reward Excellence (10 pages)

Designed for management and supervisors to encourage reward systems as a motivator for error reduction. Proposes as an assumption that corrective action can only be successful when the staff is committed. Management can encourage this commitment to excellence by formally recognizing it. Includes a procedural plan, a model action and evaluation plan, and sample memos to staff instigating a system. Proposes a list of measurement criteria and possible rewards.

List of Performance Expectations for a Continuing AFDC Eligibility Worker (7 pages)

The thesis of this product is that clearly defined worker functions are necessary to help ensure that standards for continuing AFDC workers are met. These standards include completion of work on time, client contact requirements, and document filing. These areas would be part of an agreement between the EW and the supervisor and used as part of the employee performance evaluation. The data entry portions are mainly designed for use with the Case Data System; counties using other systems would have to adapt those sections.

Southern Counties AFDC Task Force Workshop - May-June 1984

The Turnarounds: Focusing on Turnover (40 pages)

The thesis of this product is that careful recruitment and hiring practices can reduce EW turnover. The product discusses appropriate and effective approaches and provides sample recruitment announcements and brochures. Hiring interview approaches, key questions and the preferred answers indicative of good potential EWs are also provided.

How to Involve Supervisors and Review Data in the Corrective Action Process (28 pages)

This product focuses on quality assurance and quality controls. Included are a discussion of sampling methods and their effect upon statistical use of their findings, a structured format and review schedule for both quality control and quality assurance, and a methodology to analyze findings, including effect of relative degrees of randomness, type of review, error type, and specific elements reviewed.

How Am I Doing?: Four Steps to Error Prevention (23 pages)

This is an informal and non-threatening guide to help EWs avoid making errors. The guide includes checklists to reduce errors, determine where performance problems occur, and develop plans to eliminate them. There is also a self-help flow charting model for performance analysis, and guide to improve time management.

Positive Results in Developing Excellence (PRIDE) (28 pages)

This product suggests that excellence (and error reduction) can occur when each person's effort counts in the program administration and that each person takes responsibility for their effort. This package includes sections to establish such a system, build staff involvement, and develop recognition and publicity programs. Includes flow charts and posters.

Committee to Reduce and Eliminate Errors Through Positive Participation (CREEPP)
(5 pages plus 157 page attachment)

This product is a collection of county systems manuals, written procedures, and forms for various purposes. Included are EW and EW supervisor checklists and forms to ensure that actions are complete and proper procedures followed, protected time and time management training for EW staff, quality assurance monthly worker and supervisor review schedule and supporting instructions, and the staff manual explaining the Riverside County Employee Incentive Program.